

Information Technology Council Meeting

Tuesday – September 5, 2023

3:30 – 5:00 pm

Minutes

Chair Jeff Coiner, CIO called the session to order at 3:34 pm and a quorum was present.

Members' Present: Jeff Coiner (Chair), Greg Rainwater (Deputy chair), David Young, Thomas Peters, William Hader, Dr. Elizabeth Walker, Owen (Robert) Cross, Angela Barker, Brad Davidson, Ken McCrory, Ian Alaimo and Kevin Piercy

Also, present: Theresa McCoy and Nicole Muse

1. Welcome Jeff Coiner

- The council approved the minutes from 08.01.2023 and they have been posted.

2. 2023 Fall Semester Challenges Theresa McCoy

On the first day of classes, My Missouri State was not functional. Ellucian Experience had an outage nation-wide. The outage affected all their customers. We sent a blog post with links as a temporary fix. The problem was with Ellucian's AWS provider. Next time if this happens, we created a page with all the information needed to keep things running. We also encountered performance issues, which were related to the recent move to OCI (Oracle Cloud Infrastructure). We added more resources which helped the performance. MSU's Free Wavier system also had problems due to changes associated with the campus's re-alignment. It should be operating in a couple days. Going forward, we have made adjustments to resolve these issues and believe our systems will perform as expected.

3. Windows 11 Kevin Piercy

All the support areas continue to make progress on the migration from Windows 10 to Windows 11 before it reaches end-of-life in October 2025. We have identified certain areas, such as Student Affairs and Residence Life that have some unique challenges with around one hundred machines that will not run Windows 11. For the start of this semester we have moved many computer lab PCs to Windows 11. Although we still have a high number of Windows 10 labs, we will continue to work them. On the Intune devices, which are cloud managed and mainly laptops, there are ways to selectively roll out Windows 11 upgrades. This is a different upgrade process, and we plan on implementing this in the coming weeks. We are redoing organizational units and active directory with the colleges and re-alignment. The colleges are working to get this update completed.

1. Computer lab in PSU
 - a. Consider adding computers and printer capabilities.
 - b. The location will be by the "Bear Necessities" location.
 - c. Students would like to have lockers and more seating.
 - d. Computers vs. Laptops – last year on the SGA cabinet they had a student who did not have a laptop so the SGA team would prefer to have computers. Four to five would be effective.
2. Cybersecurity workshops for students
3. Microsoft 365 training for students
 - a. There are students that arrive at campus who are not comfortable with how to use a computer, or technology.
 - b. Cyber awareness both institutional and personal, every student that has an account.
 - c. Discussion about resources and organizations to help aid in bringing awareness.
 - d. There is training on creating a word document currently available through LinkedIn Learning.
4. Trial schedule builder improvements
 - a. The present administration of the Student Government Association experienced some challenges with the software.
 - b. Owen has been using the system over the summer and hasn't found any issues.
 - c. Discussion on sending out a survey to collect data on problems the students have.
 - d. SGA to create a video from the collected data to help educate and solve problems.
5. Student access to digital signage
 - a. In the PSU, by the information desk there is one television with messages on a loop.
 - b. SGA wants to get more of this around campus.
 - c. Bulletin boards are outdated and don't look good esthetically.
 - d. Discussion on who would manage, looking at pricing from the past and it was high, who gets what time and advertising costs; in the past it was more of a problem than a solution
6. Grammarly access for students and faculty
 - a. Ken Brown is involved, and this is an incentive that rolled over from last year's SGA projects.
 - b. It's still in process and we will continue to negotiate costs and consider whether or not it is feasible to pursue.
7. Computer system email account improvements
 - a. While Owen helped with the SOAR program, a great number of students could not sign in.
 - b. We have a multi-factor authentication process to help.
 - c. LinkedIn Learning has a great platform for Microsoft 365 training.
 - d. Tik Tok, social media may be a good option to help promote technology available.
8. Electronic BearPass Cards / Mobile Credentials
 - a. Students are interested in using their smartphones as their BearPass Cards.

- b. Kevin Piercy and the team are working on this project now.
- c. We should have the software in place and roll this out at the end of this semester.

9. MSU mobile app

- a. This was rolled out with the new My Missouri State portal / Completed.

10. Computer lab re-design and updates

- a. For our commuter students, more areas for collaboration.
- b. Discussion in the plans for the Cheek Hall remodel.
- c. Private space for students to learn.

5. Updates/Reminders

All

- **Sunday, October 22, 2023** - Banner Quarterly Upgrades
 - 6:00 a.m. - 6:00 p.m. Admin Banner, Self Service Banner, ODSPROD, AppMan, our custom web applications, and all other systems reliant upon the database will not be available during this time.
- **Wednesday, January 3, 2024** - Information Services Upgrade Day
- **Sunday, May 26, 2024** - Information Services Upgrade Day

6. Next meeting on Tuesday, October 3, 2023

All

- 3:30 pm – 5:00 pm
- Meeting in Cheek Hall 100
- Would like to keep the meeting to an hour going forward

The members of the IT Council did not have any other business to discuss.
The meeting was adjourned at 4:17 p.m.